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ID Director Scorecard[View Scorecard User Guide](#)

As of 3/31/2014

McKinnon, Sara L**Rollup By Individual Director****Quantitative Metrics (Updated Weekly)**

Metric	Expectation	Jan	Feb	Week 1	Week 2	Mar Week 3	Week 4	Week 5	Mar (MTD)	Q1 AVG (QTD)	QTR 2 AVG	QTR 3 AVG	QTR 4 AVG	YTD AVG	YTD AVG BO / Site / Regn
# Undecided > 90/90 Days	N/A	7	12	13	13	13	16	17	17	12	--	--	--	12	253
% Undecided > 90/90 Days	<16%	7 %	12 %	12 %	13 %	15 %	18 %	19 %	19 %	12 %	--	--	--	12 %	16 %
% New Claim TPC Completed within Standard	>= 95%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	--	--	--	100.0 %	98.8 %
% OCM TPC Past due > 90 Days	<5%	2 %	1 %	1 %	1 %	2 %	2 %	2 %	2 %	2 %	--	--	--	2 %	20 %
RDR > 90 Days	<=1%	0.5 %	1.0 %	1.0 %	1.3 %	1.4 %	1.1 %	1.1 %	1.1 %	0.9 %	--	--	--	0.9 %	0.4 %
No Payment > 90 Days	<5%	0.0 %	0.3 %	0.5 %	1.0 %	0.6 %	0.3 %	0.3 %	0.3 %	0.2 %	--	--	--	0.2 %	0.3 %
No Payment > 120 Days	<5%	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	--	--	--	0.0 %	0.3 %
CID Decision Completed	# Not Done by CID Date (Varies By Level - See User Guide)	1	0	0	0	0	0	0	0	0	--	--	--	0	9
	None >3 Mos Post (Varies By Level - See User Guide)	1	0	0	0	0	0	0	0	0	--	--	--	0	192
% of Inventory Without File Direction	N/A	25 %	25 %	13 %	13 %	14 %	14 %	13 %	13 %	21 %	--	--	--	21 %	61 %
Reopen - # Claims	N/A	0	1	6	7	7	7	7	7	3	--	--	--	3	47
Reopen - # Claimants	N/A	0	1	4	5	5	5	5	5	2	--	--	--	2	36
Reopen Rate	<=10%	0 %	11 %	120 %	100 %	84 %	39 %	37 %	37 %	18 %	--	--	--	18 %	12 %
Liability Acceptance Rate	N/A	92 %	95 %	80 %	89 %	92 %	93 %	93 %	93 %	93 %	--	--	--	93 %	88 %

Qualitative Metrics (Updated Weekly)

Metric	Expectation	2014 IDI 1 (In Progress)	2014 IDI 2 (In Progress)	2014 Overall Average
QA - Eligibility Assessment	>=89.0%	96.2%	96.0%	96.1%
QA - Financial	>=89.0%	82.6%	90.6%	86.3%
QA - Claim Management	>=89.0%	89.0%	92.6%	90.7%
QA - Decisions	>=89.0%	95.9%	99.1%	97.4%
QA - Total Claim Owner Score (Review Count = 17)	>=89.0%	90.1%	94.3%	92.1%

Qualitative Metrics (Updated Monthly)

Metric	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Actual	YTD Actual BO / Site / Regn
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Qualitative Metrics (Updated Quarterly)

Metric	Expectation	1Q	2Q	3Q	4Q	YTD Act
Appeal Uphold Rate	>= 75%	100 %	--	--	--	100 %

KEY		
At or Above Plan	NearPlan / Trend Alert	Below Plan

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KNUTH-MS-DIRECTORSCORECARD-000023

ID Director Scorecard

[View Scorecard User Guide](#)

As of 6/30/2014

McKinnon, Sara L

Rollup By Individual Director

Quantitative Metrics (Updated Weekly)

Metric	Expectation	QTR 1 AVG	Apr	May	Week 1	Week 2	Jun Week 3	Week 4	Week 5	Jun (MTD)	Q2 AVG (QTD)	QTR 3 AVG	QTR 4 AVG	YTD AVG	YTD AVG BO / Site / Regn
# Undecided > 90/90 Days	N/A	12	15	14	17	15	13	14	14	14	14	--	--	13	249
% Undecided > 90/90 Days	<16%	12 %	14 %	15 %	18 %	16 %	15 %	16 %	16 %	16 %	15 %	--	--	13 %	16 %
% New Claim TPC Completed within Standard	>= 95%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	--	--	100.0 %	98.6 %
% OCM TPC Past due > 90 Days	<5%	2 %	2 %	1 %	3 %	6 %	1 %	1 %	1 %	1 %	1 %	--	--	2 %	15 %
ROR > 90 Days	<=1%	0.9 %	0.6 %	0.6 %	0.6 %	0.6 %	0.6 %	0.6 %	0.9 %	0.9 %	0.7 %	--	--	0.8 %	0.3 %
No Payment > 90 Days	<5%	0.2 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	--	--	0.1 %	0.3 %
No Payment > 120 Days	<5%	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	--	--	0.0 %	0.3 %
CID Decision Completed	# Not Done by CID Date (Varies By Level - See User Guide)	0	1	0	0	0	0	0	0	0	0	--	--	0	9
	None >3 Mos Post (Varies By Level - See User Guide)	0	0	0	0	0	0	0	0	0	0	--	--	0	187
% of Inventory Without File Direction	N/A	21 %	12 %	12 %	13 %	13 %	11 %	10 %	10 %	10 %	11 %	--	--	16 %	60 %
Reopen - # Claims	N/A	3	1	5	0	0	2	2	2	2	3	--	--	3	44
Reopen - # Claimants	N/A	2	1	2	0	0	1	1	1	1	1	--	--	2	34
Reopen Rate	<=10%	18 %	5 %	25 %	0 %	0 %	25 %	15 %	15 %	15 %	15 %	--	--	17 %	12 %
Liability Acceptance Rate	N/A	93 %	93 %	93 %	88 %	76 %	85 %	86 %	84 %	84 %	90 %	--	--	91 %	88 %

Qualitative Metrics (Updated Weekly)

Metric	Expectation	2014 IDI 1 (Complete)	2014 IDI 2 (Complete)	2014 IDI 3 (In Progress)	2014 IDI 6 "Sweeps" (In Progress)	2014 Overall Average
QA - Eligibility Assessment	>=89.0%	96.2%	96.0%	100.0%	100.0%	97.6%
QA - Financial	>=89.0%	82.6%	91.2%	88.1%	88.9%	87.2%
QA - Claim Management	>=89.0%	89.0%	92.8%	92.5%	94.1%	91.5%
QA - Decisions	>=89.0%	95.9%	99.1%	97.4%	100.0%	97.5%
QA - Total Claim Owner Score (Review Count = 27)	>=89.0%	90.1%	94.5%	93.5%	95.1%	92.7%

Qualitative Metrics (Updated Monthly)

Metric	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Actual	YTD Actual BO / Site / Regn
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Qualitative Metrics (Updated Quarterly)

Metric	Expectation	1Q	2Q	3Q	4Q	YTD Act
Appeal Uphold Rate	>= 75%	100 %	100 %	--	--	100 %

KEY		
At or Above Plan	Near Plan / Trend Alert	Below Plan

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KNUTH-MS-DIRECTORSCORECARD-000024

ID Director Scorecard[View Scorecard User Guide](#)

As of 9/30/2014

McKinnon, Sara L

Rollup By Individual Director

Quantitative Metrics (Updated Weekly)

Metric	Expectation	QTR 1 AVG	QTR 2 AVG	Jul	Aug	Week 1	Week 2	Sep Week 3	Week 4	Week 5	Q3 AVG (QTD)	QTR 4 AVG	YTD AVG	YTD AVG BO / Site / Regn
# Undecided > 90/90 Days	N/A	12	14	14	20	21	19	17	11	8	14	--	13	248
% Undecided > 90/90 Days	<16%	12 %	15 %	20 %	26 %	29 %	28 %	23 %	16 %	12 %	20 %	--	15 %	16 %
% New Claim TPC Completed within Standard	>= 95%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	--	100.0 %	98.4 %
% OCM TPC Past due > 90 Days	<5%	2 %	1 %	2 %	3 %	2 %	1 %	3 %	2 %	1 %	2 %	--	2 %	13 %
ROR > 90 Days	<=1%	0.9 %	0.7 %	0.9 %	1.3 %	1.3 %	1.4 %	1.5 %	1.8 %	1.8 %	1.3 %	--	0.9 %	0.3 %
No Payment > 90 Days	<5%	0.2 %	0.0 %	0.3 %	2.3 %	1.9 %	2.1 %	1.8 %	1.8 %	1.8 %	1.4 %	--	0.5 %	0.3 %
No Payment > 120 Days	<5%	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	--	0.0 %	0.3 %
CID Decision Completed	# Not Done by CID Date (Varies By Level - See User Guide)	0	0	1	0	1	1	2	1	1	1	--	0	9
	None >3 Mos Post (Varies By Level - See User Guide)	0	0	0	0	0	0	0	0	0	0	--	0	184
% of Inventory Without File Direction	N/A	21 %	11 %	9 %	9 %	9 %	8 %	9 %	9 %	9 %	9 %	--	14 %	59 %
Reopen - # Claims	N/A	3	3	4	1	0	0	1	1	1	2	--	2	46
Reopen - # Claimants	N/A	2	1	4	1	0	0	1	1	1	2	--	2	33
Reopen Rate	<=10%	18 %	15 %	17 %	9 %	--	0 %	20 %	8 %	6 %	11 %	--	15 %	12 %
Liability Acceptance Rate	N/A	91 %	91 %	93 %	88 %	100 %	90 %	94 %	94 %	92 %	92 %	--	91 %	89 %

Qualitative Metrics (Updated Weekly)

Metric	Expectation	2014 IDI 1 (Complete)	2014 IDI 2 (Complete)	2014 IDI 3 (Complete)	2014 IDI 6 "Sweeps" (In Progress)	2014 IDI 4 (In Progress)	2014 Overall Average
QA - Eligibility Assessment	>=89.0%	96.2%	96.0%	100.0%	100.0%	100.0%	98.2%
QA - Financial	>=89.0%	82.6%	91.2%	88.1%	88.9%	92.9%	88.6%
QA - Claim Management	>=89.0%	89.0%	92.8%	92.5%	94.1%	93.5%	92.0%
QA - Decisions	>=89.0%	95.9%	99.1%	97.4%	100.0%	98.7%	97.8%
QA - Total Claim Owner Score (Review Count = 36)	>=89.0%	90.1%	94.5%	93.5%	95.1%	95.3%	93.4%

Qualitative Metrics (Updated Monthly)

Metric	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Actual	YTD Actual BO / Site / Regn
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Qualitative Metrics (Updated Quarterly)

Metric	Expectation	1Q	2Q	3Q	4Q	YTD Act
Appeal Uphold Rate	>= 75%	100 %	100 %	95 %	--	95 %

KEY		
At or Above Plan	Near Plan / Trend Alert	Below Plan

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KNUTH-MS-DIRECTORSCORECARD-000025

ID Director Scorecard

As of 12/31/2014

McKinnon, Sara L**Rollup By Individual Director****Quantitative Metrics (Updated Weekly)**

Metric	Expectation	QTR 1 AVG	QTR 2 AVG	QTR 3 AVG	Oct	Nov	Week 1	Week 2	Dec Week 3	Week 4	Week 5	Dec (MTD)	Q4 AVG (QTD)	YTD AVG	YTD AVG BO / Site / Regn		
# Undecided > 90/90 Days	N/A	12	14	14	10	9	9	9	11	11	11	11	10	13	243		
% Undecided > 90/90 Days	<16%	12 %	15 %	20 %	16 %	16 %	13 %	13 %	18 %	20 %	18 %	18 %	17 %	15 %	17 %		
% New Claim TPC Completed within Standard	>= 95%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	98.0 %		
% OCM TPC Past due > 90 Days	<5%	2 %	1 %	2 %	2 %	1 %	1 %	1 %	1 %	3 %	1 %	1 %	1 %	2 %	12 %		
ROR > 90 Days	<=1%	0.9 %	0.7 %	1.3 %	0.7 %	0.8 %	0.4 %	0.4 %	0.4 %	0.4 %	0.4 %	0.4 %	0.7 %	0.9 %	0.3 %		
No Payment > 90 Days	<5%	0.2 %	0.0 %	1.4 %	0.4 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.1 %	0.4 %	0.3 %		
No Payment > 120 Days	<5%	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.4 %	0.0 %	0.0 %	0.0 %	0.0 %	0.3 %		
CID Decision Completed	# Not Done by CID Date (Varies By Level - See User Guide)	0	0	1	1	0	0	0	0	0	0	0	0	0	9		
	None >3 Mos Post (Varies By Level - See User Guide)	0	0	0	0	2	2	3	3	3	3	3	2	0	183		
% of Inventory Without File Direction	N/A	21 %	11 %	9 %	8 %	7 %	7 %	7 %	6 %	7 %	8 %	8 %	8 %	13 %	58 %		
Reopen - # Claims	N/A	3	3	2	1	1	2	1	1	2	1	1	1	2	42		
Reopen - # Claimants	N/A	2	1	2	1	1	2	1	1	2	1	1	1	2	32		
Reopen Rate	<=10%	18 %	15 %	11 %	4 %	7 %	100 %	50 %	20 %	25 %	10 %	10 %	6 %	13 %	12 %		
Liability Acceptance Rate	N/A	91 %	92 %	92 %	96 %	96 %	100 %	100 %	100 %	93 %	94 %	94 %	95 %	92 %	88 %		

Qualitative Metrics (Updated Weekly)

Metric	Expectation	2014 IDI 1 (Complete)	2014 IDI 2 (Complete)	2014 IDI 3 (Complete)	2014 IDI 6 "Sweeps" (Complete)	2014 IDI 4 (Complete)	2014 Overall Average
QA - Eligibility Assessment	>=89.0%	96.2%	96.0%	100.0%	100.0%	100.0%	96.2%
QA - Financial	>=89.0%	82.6%	91.2%	88.1%	88.9%	92.9%	86.6%
QA - Claim Management	>=89.0%	89.0%	92.8%	92.5%	94.1%	93.5%	92.0%
QA - Decisions	>=89.0%	95.9%	99.1%	97.4%	100.0%	98.7%	97.8%
QA - Total Claim Owner Score (Review Count = 36)	>=89.0%	90.1%	94.5%	93.5%	95.1%	95.3%	93.4%

Qualitative Metrics (Updated Monthly)

Metric	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Actual	YTD Actual BO / Site / Regn
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Qualitative Metrics (Updated Quarterly)

Metric	Expectation	1Q	2Q	3Q	4Q	YTD Act
Appeal Uphold Rate	>= 75%	100 %	100 %	94 %	86 %	86 %
Complaints Received	N/A	0	1	2	--	2
Complaints Justified	<1/Year	0	0	0	--	0

KEY		
At or Above Plan	NearPlan / Trend Alert	Below Plan

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